



WebCT Troubleshooting Guide: “I can’t log into WebCT”

Do you know how to access the WebCT login page?

Open your web browser and go to <http://webct.anglia.ac.uk>

Do you know your WebCT ID (username)?

It is the same as your ARU network username – example ‘ABC123’. Note that the initials in student usernames are in **capital letters** – typing in lower case will not work, and check whether your Caps Lock is on.

Do you know your WebCT password?

It should be your student identification number (SID number), which is printed on the front of your student card. This is the password set when you first have a WebCT account. It is different from your network and library passwords. Do not include the ‘/1’ at the end of the number – correct example ‘01234567’, not ‘01234567/1’.

Now try to log in with the correct username and password.

Can you now access your ‘myWebCT’ list of courses?

If you can’t, have you logged into WebCT successfully on earlier occasions?

If you have, might you have changed your password?

If you changed your password, do you have a record of the new password? You could try your Anglia network password – many students change their WebCT password to match their network password.

If you still cannot log in, please complete the information table overleaf to provide the data to help address your enquiry, or you may find the online ‘troubleshooter’ helpful -
<http://libweb.anglia.ac.uk/ithelppages/webct.html>

Student WebCT Enquiry: supporting data

Your surname	
Your first name	
Your SID number	
Your Novell username	
Have you registered for this academic year?	
Have you logged into WebCT before?	
Are you accessing on- or off-campus?	
What WebCT course are you trying to access?	
What is the module code?	
Who is the module tutor?	
Are you sure the module is on WebCT?	

When you have completed the information above, please use it as part of your query submission, along with complete information about the problem you have encountered, to your module tutor **or** the IT support staff who you can contact either:

- in person to the IT helpdesk located in the library on either the Cambridge or Chelmsford campus
- by email to: student-ithd@anglia.ac.uk
- by phone: extension 6600 or 6601 (internal) 0845 196 6600 or 6601 (external)

There is also a WebCT help page which includes an online 'troubleshooter'. Go to: <http://libweb.anglia.ac.uk/ithelppages/webct.html>